

Marrick Chan

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Professional Experience

Oracle + NetSuite

Applications Engineer II (September 2018 – Present)

- Supported NetSuite users for any system errors and new customizations
- Updated existing script into a map reduce script for mass updating cases attached to product defects
- Documented implementation details in Confluence, including solution details and steps to test
- Made use of Object-Oriented Programming to store data in JSON

Technical Support Analyst – SuiteCloud (December 2017 – August 2018)

- Provided excellent customer service and support for clients globally through online cases and phone
- Supported the following technologies: SuiteScript, SuiteFlow, Web Services (XML, REST), and ODBC (SQL)
- Conducted new hire training for SuiteScript 2.0 basics, best practices, and efficiency
- Gathered information related to software defects and communicated updates regularly to the customer

IBM

Technical Training Specialist & Digital Support Communications (May 2016 – April 2017)

- Designed security training protocol regarding HIPAA for 11,000 staff members
- Created videos and infographics for training and promotional purposes
- Acted as a liaison between multiple product teams to streamline processes
- Developed a portal for various teams to access technical documentation using the internal wiki tool

Dalton Pharma Services

Systems Administrator Associate & Technical Analyst (January 2015 – December 2015)

- Built an intranet written in PHP and designed backend API calls to a MySQL database for data
- Implemented solutions for problems on Windows 7 and XP for over 1,000 help desk calls and requests
- Created training material and conducted company-wide training sessions on Microsoft Office, and Android

LogicFusion Limited

Instructor, Programmer, Video Editor (April 2013 – August 2016)

- Taught robotics, programming, Android development, and game design in classes of up to 8 students
- Developed new courses including Minecraft circuitry and robotics programming
- Created promo videos and student tutorials for internal use (youtube.com/user/LogicFusionMedia)
- Created a standalone Java desktop application used to handle hundreds of student registrations

Education

OntarioTech University (formerly University of Ontario Institute of Technology)

BSc (Honours) Computer Science (Co-op) (September 2012 – April 2017)

- Specialization in Digital Forensics
- Worked as a Student Video Blogger to showcase student life based on topics provided by the school
- Acted as an Orientation Leader in 2013 to run activities for new students
- Used Ubuntu and Windows 7/10 for courses as required